Digital Sender
SOP

Standard Operating Procedures

For the Digital Sender Test

Index

Layout of digital sender control panel

Scroll Keys

Go Key

Cancel Key
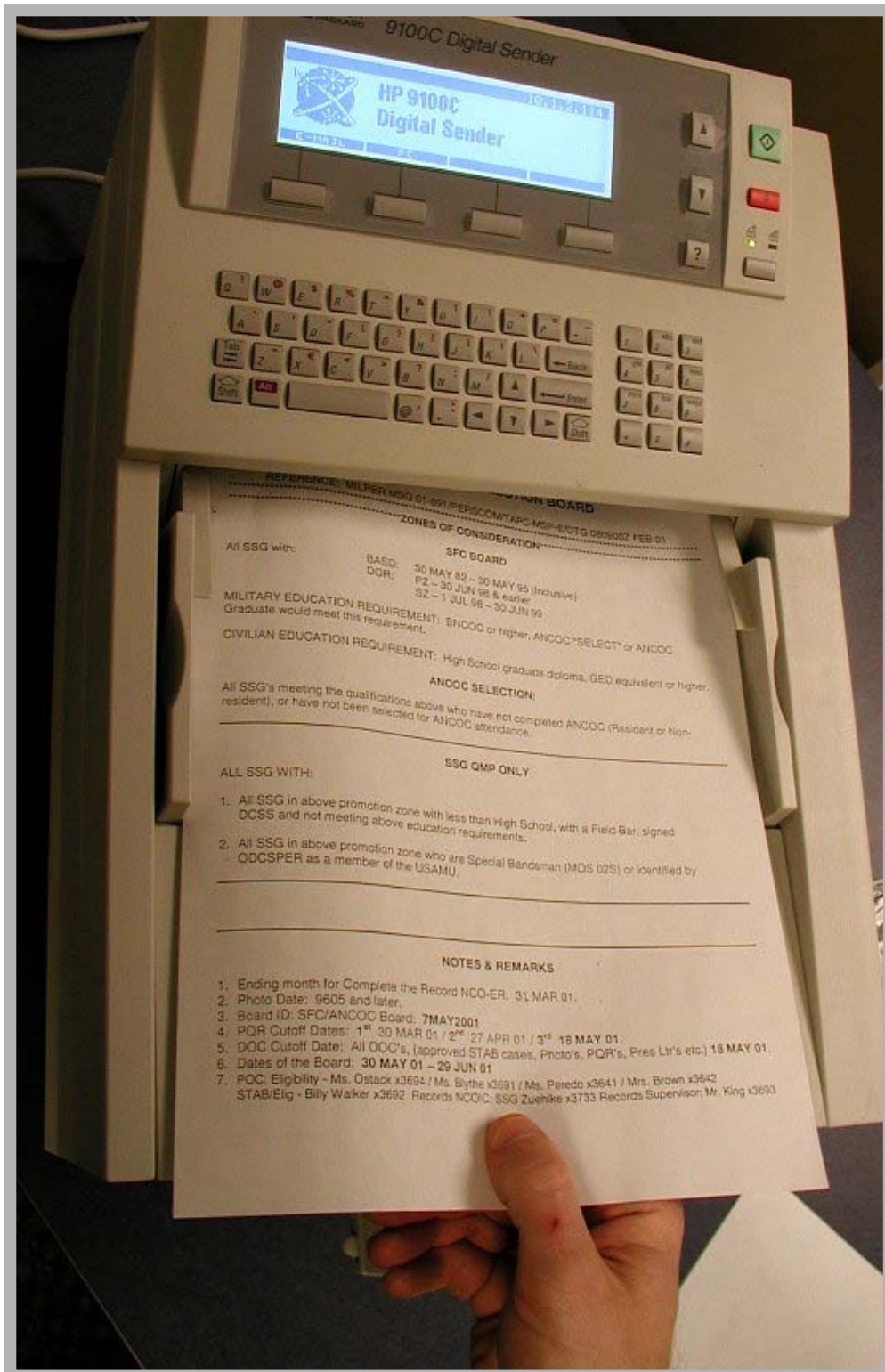
Double-Sided Key

Function Keys

Keyboard

Sending a one sided document single or multiple pages

1. Login to the Digital Sender

   A. Push the **GUEST** function key.

   B. Push the OK function key or the enter key on the keyboard.

2.   Put document(s) **face up** in feeder tray. (Use cover sheet in appendix A)

3. Push "PC" function key.

4. Sending to the destination address:
   A. For **NCOERs** hit the letter **N.** (recommend using 2 sided procedure pg 10)
      1. Add a file name for NCOERs.
         a. Tab down to the File Name.
         b. Type in your DS##.

   B. For all other **enlisted soldier documents** hit the letter **D.**
   C. For **officer documents** hit the letter **F.**

Note: Only enter a file name for NCOERs. Do not enter a file name for any other documents.

5. Push the **GO** button to send the documents.

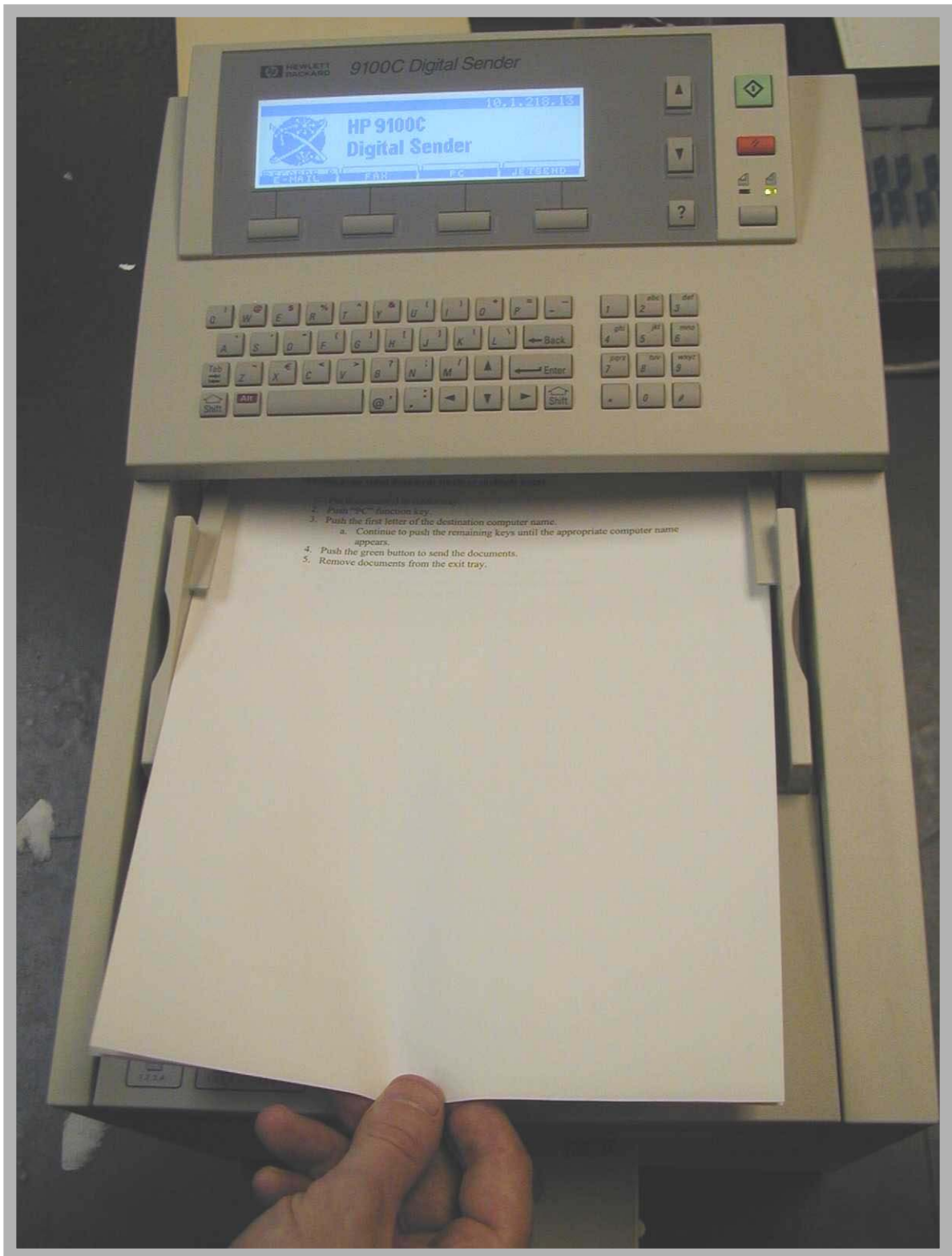6. Remove documents from the exit tray.

<u>Sending a two sided document single or multiple pages</u>
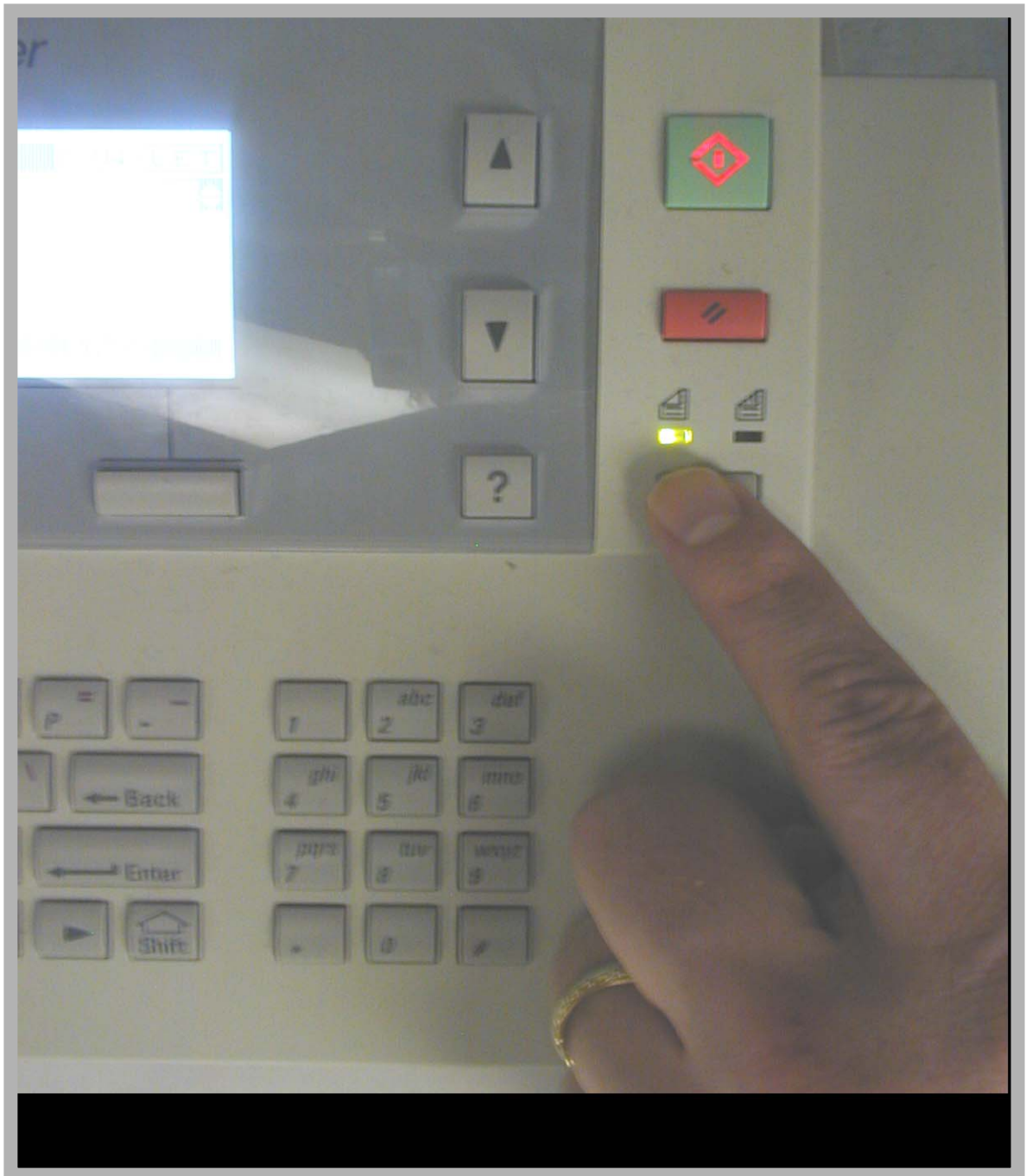
1. Login to the Digital Sender

   A. Push the **<u>GUEST</u>** function key.

   B. Push the OK function key or the enter key on the keyboard.

2. Put document(s) **<u>face up</u>** in the feeder tray. (Use cover sheet in appendix A)

3. Push the double sided key.

Note: The green light on the right side should be illuminated to send double-sided documents.

4. Push "PC" function key.

5. Sending to the destination address:
      A. For **NCOERs** push the letter **N.**
            1. Add a file name for NCOERs.
                      a. Tab down to the File Name.
                      b. Type in your DS##.

      B. For all other **enlisted soldier documents** push the letter **D.**
      C. For **officer documents** push the letter **F.**

Note: Only enter a file name for NCOERs. Do not enter a file name for any other documents.
      OERs and Resident AERs will not be accepted via the digital sender, they must be processed through
      OER Branch.

6. Push the **GO** button to send the front page of the documents.
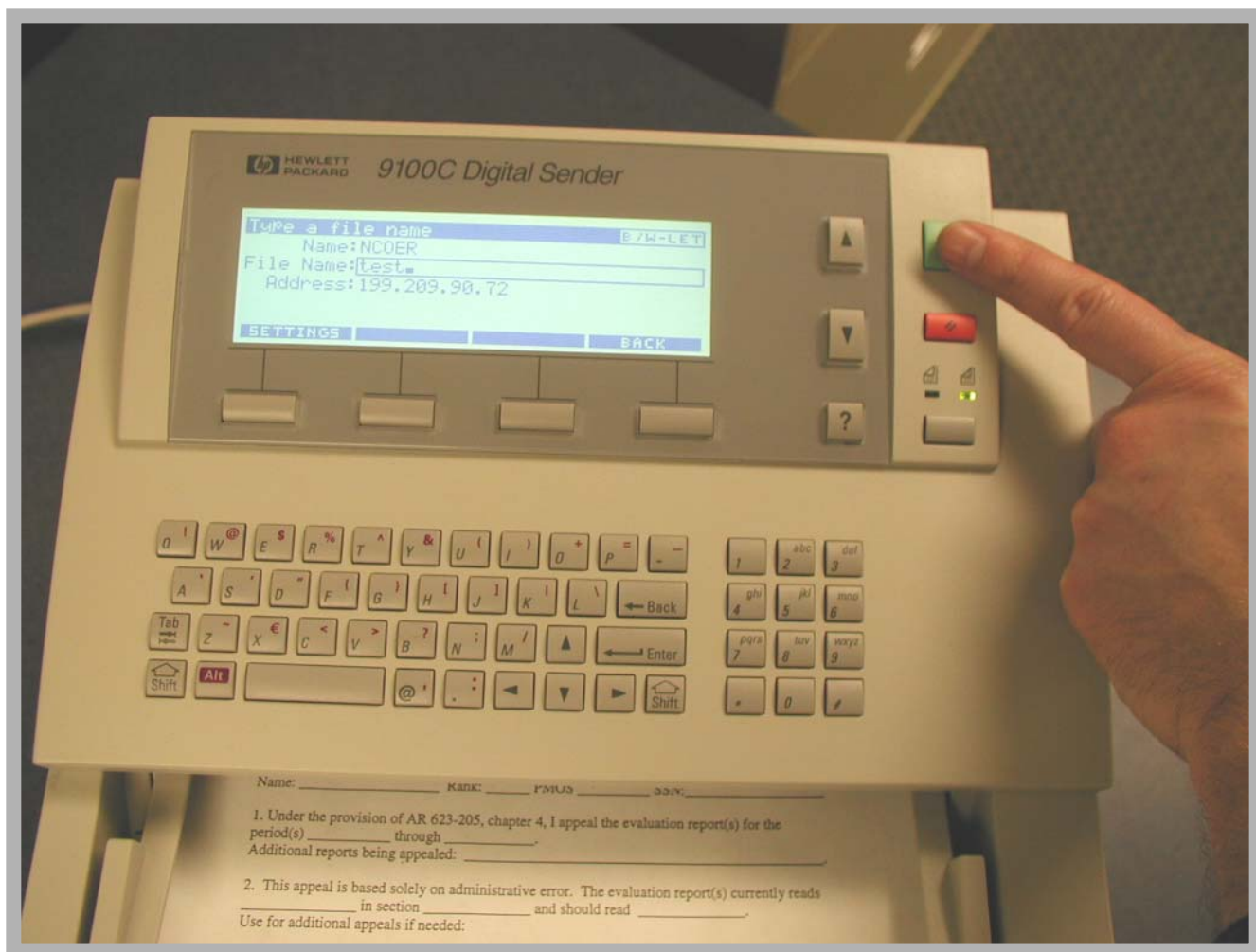
7. Remove documents from exit tray and turn them around.

Note: When the documents are removed from the exit tray the back side of the document will already be facing up. The documents must then be **turned 180 degrees** so that the edge of the document closest to you in the exit tray will be the side inserted first to scan the second side. Also, once the first side of the documents are scanned and are in the exit tray, **the order of the documents cannot change**.

8. Push the GO button to send the back page of the documents.
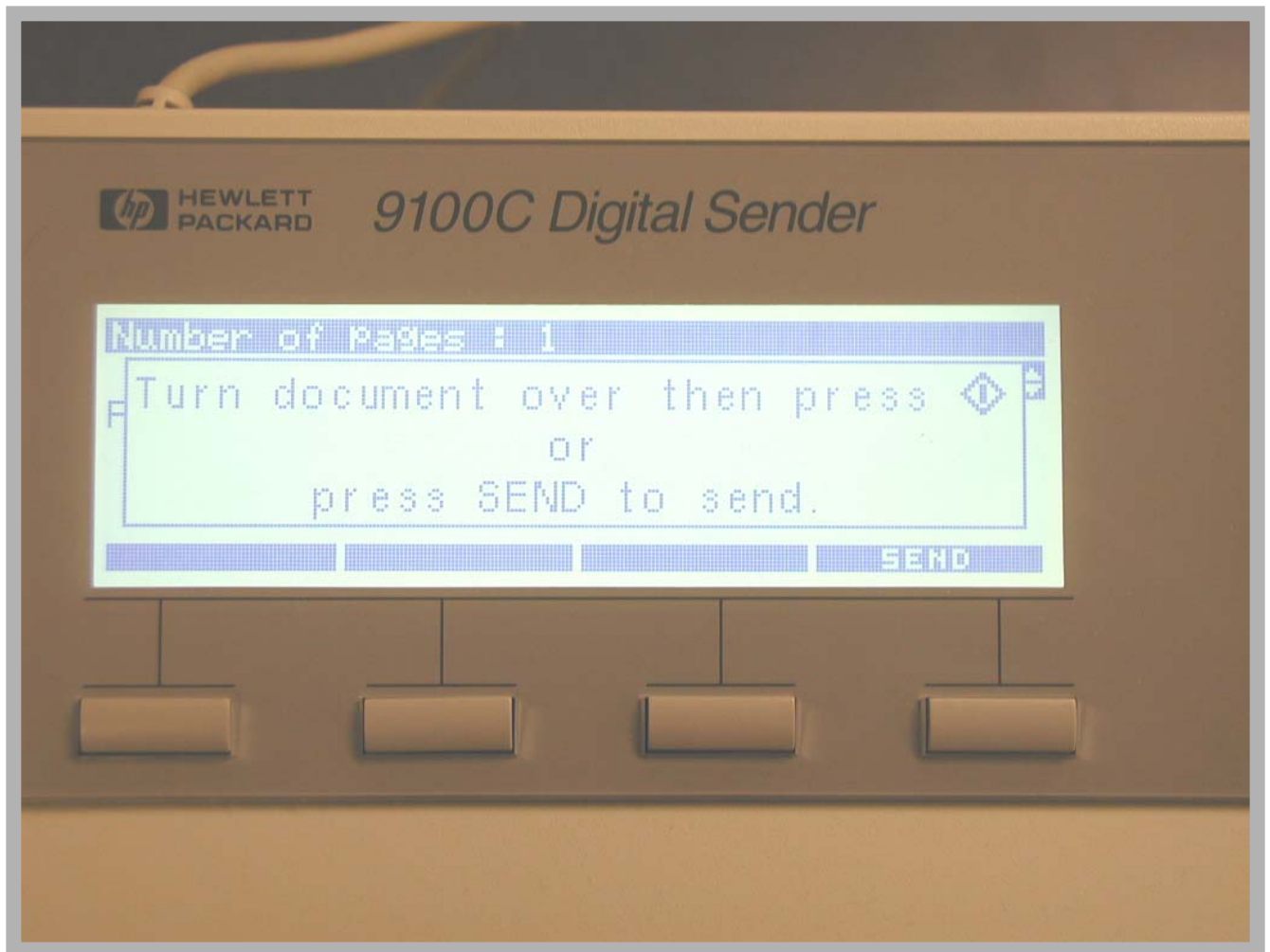
NOTE: **DO NOT** turn document over. Follow directions from previous page.

9. Remove documents from the exit tray.
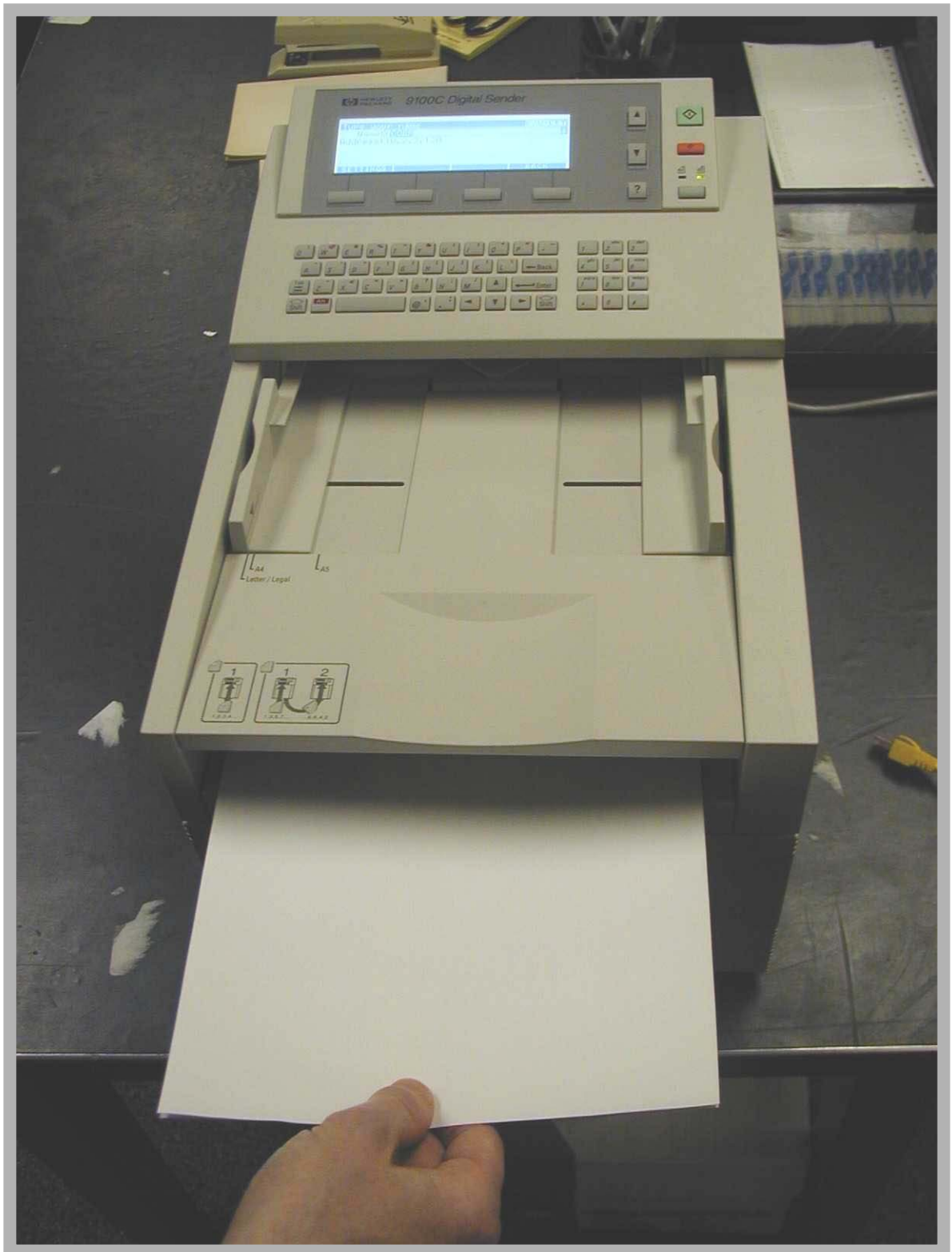
Troubleshooting

Problem: Paper gets jammed inside the digital sender.

Solution: Lift the control panel so that you can retrieve the jammed document. Close the control panel. If this does not work, turn off the digital sender by pushing the power button on the front of the digital sender. Turn the digital sender on again by pushing the power button on the front of the digital sender. Wait for the digital sender to go through the boot sequence. Resend all documents in current batch.

Problem: The digital sender says it cannot connect to remote computer.

Solution: Ensure that the network cable is connected to the back of the digital sender.

POINTS OF CONTACT:

EREC ISA HELPDESK Phone DSN 699-7771   Comm (317) 510-7771

SGT Meadows, Derrick COMPUTER ASSIST, ISA derrick.meadows@erec.army.mil

Kerry Audler NETWORK ADMIN, ISA audlerk@erec.army.mil

Randy Chapman OPERATIONS CHIEF, ISA Randy.Chapman@erec.army.mil

PROCEDURES:

a. The procedures to be used to effect the update of documents to PERMS via the Digital Sender are:

1. **Check each document to verify that the SSN is entered on the document.** If sending an order that has multiple names and SSN use a black thick marker to delete all names and SSN except for the individual concerned. **NOTE: Ensure that copies of documents requiring input into SIDPERS are forwarded to the appropriate PSB or Personnel servicing organization.**

AUTHORIZED DOCUMENTS:

a. The following are examples of documents that are **AUTHORIZED** for filing in the OMPF.

Performance Section:

a. Evaluation Reports (EER/NCOER, DA Form 2166-series)

b. Academic Evaluation Reports (AER), DA Form 1059

c. QMP Letter/Denial of QMP Appeal

d. OERs although authorized can not be accepted from the digital senders. OER and Resident AER's must process through PERSCOM's OER Branch for profiling and tracking purposes. Work is being done for an alternative way to electronically submit OER's and Resident AER's.

Education & Training Section:

a. Official College Transcripts (with Registrar's signature and school seal visible)

b. Military Correspondence Course Completion Certificates. For example:

1. The Army Institute for Professional Development (i.e., "Certificate of Completion")
2. Combat Engineer Basic Refresher Course Completion Certificate (i.e. Field Sanitation Team Certification Course, Combat Lifesaver Course)
3. Department of the Navy, Air Force or Marine Corps Training Certificates
4. Naval Correspondence Course Completion Certificate (i.e., Mathematics Part I)
5. U.S. Air Force Correspondence Course Completion Certificate (I.e., Crisis Response Management)

c. Military Course Completion Certificates (issuing school must be listed in AR 600-8-104, AR 351-4, or DA Pam 351.4) For example:

1. U.S. Army Signal School
2. U.S. Army Intelligence Center & School
3. U.S. Army Training Center, Ft. Leonard Wood
4. NCO Academy (Field Artillery, Ordinance, Infantry, etc.)
5. When an enlisted soldiers becomes a commissioned officer current regulations state that his enlisted training does not transfer to the officer OMPF.

20

6. Certificates for training are not filed on OMPF when an AER is produced.

Commendatory Section:

a. Award Orders for Good Conduct Medal, Air Assault Badge, Airborne Badge, Driver's Badge, Diving Badge, etc.
b. Award Certificates for Army Achievement Medals, Army Commendation Medals, and Meritorious Service Medals (DO NOT SEND DA form 638's unless award was downgraded. See General Administrative Section below)
c. Certificates of Achievement, Appreciation, or Commendation.

Disciplinary Section:

a. Article 15 (directed for filing in the Performance Area)
b. General Officer Letters/Memoranda of Reprimand (directed for filing in the Performance Area)
c. Court Martial Orders (where found guilty of at least one (1) charge)

Service Section:

a. Enlistment/Reenlistment Contracts
b. Enlistment/Reenlistments Extensions
c. Promotion/Reduction Orders
d. DD Form 214 (if prior service
e. Officer's Accession Packet to include orders to active duty

General Administrative Section:

a. Classified Nondisclosure Statements
b. Name Change Authorizations
c. DA Form 638 (when award is downgraded)
d. Line of Duty Investigation

Restricted Section:

a. Article 15 (directed for filing in the Restricted Section)
b. Court Martial Orders (when found **NOT GUILTY** of **ALL** charges)
c. Army Board for Correction of Military Records (ABCMR) correspondence
d. Other historical documents as required by regulations
e. Allied documents of Article 15
f. Allied documents of Letter of Reprimand
g. Line of Duty Investigation

UNAUTHORIZED DOCUMENTS:

The following are examples of documents that are routinely sent to EREC and Officer Records but are **NOT AUTHORIZED** for filing in the OMPF:

- Certificates of Training not listed in DA Pam 351-4.
    Equal Opportunity Representative Course
    ITC Training and German Headstart
    Combat Lifesavers Course
    Time Management Course
    Stress Management Course
    Counseling Techniques Course
- DA Form 638 when award is not downgraded.
- Unit Awards (these are posted to the ERB and DA Form 2-1).
    Army Superior Unit Award
    Joint Meritorious Unit Award
    Valorous Unit Award
- Orders awarding or changing an MOS.
- Illegible documents.
- Individual college grade reports.
- Sub-course completion notices.
- Scrolls of Appreciation.
- CLEP test results.
- Regimental affiliations.
    Order of the Spur
    Samual Sharpe Award
    Order of Saint Barbara
    Red Newman Award
    Horatio Gates Award
- Audie Murphy and Sergeant Morales Club Induction Certificates.
- Certificates of Participation, Recognition, or Athletic Achievement.
- GT score results.
- APFT score cards.
- Student agreements.

POINTS OF CONTACT:
Jack Sheets SYSTEM ADMIN PERMS sheetsj@erec.army.mil
Calvin Barker CHIEF, PERMS barkerc@erec.army.mil
Aetok Ziegler BRANCH CHIEF, Enlisted Docs zieglera@erec.army.mil Phone: DSN: 699-3749
Carol Bryant, NCOER bryantc@erec.army.mil Phone: DSN 699-3697
Vicky Matthews, OFFICER RECORDS, Phone DSN 221-3949

NCOER
Digital Sender
SOP

1. Go to the EREC web site at WWW.EREC.ARMY.MIL

2. Click on IWRS under EREC services

3. Click view data of box one

4. Type in the SSN of the soldier whose NCOER you want to process.

5. Write down the end date of the last report processed at EREC so this data can be used later during the processing of this report.

6. Check for codes in the "Record Code Column". If codes are listed follow the directions listed at the bottom of the page to resolve them.

7. Use the following checklist to ensure the NCOERs are correct before submitting to EREC.

PART I

Part Ia: Is the soldiers name and SSN the same on the front and the back of the report? Is the NCOs AKO email address in the name block on the back? Example John.Jones@

Part Ib: Is the soldier's rank correct?

Part Ic: Is the soldier's date of rank correct?

Part Ie: Is the PMOSC accurate and at least 5 characters?

Part If: Verify unit information.

Part Ig: Is the Reason for submission correct, i.e., 02 = Annual, 03 = Change of Rater, 04 = Complete the Record, 05 = Relief for Cause, 07 = 60 day Rater Option, and 08 = Senior Rater Option?

Part Ih: Has the "Period Covered" been verified? It must be accurate, i.e., for an Annual report the FROM date and THRU date must = 12 months or more. FROM date must be the month following the Thru date of the last evaluation report processed (step 1-6 above). End date of a "Change of Rater" is the date the rater or NCO changed, PCS'd, etc. A "Relief For Cause" must be at least 1 month or accompanied with an exception to policy memorandum allowing the report to be less than 1 month.

Part Ii & Ij: Are the rated months in part Ii equal to the PERIOD COVERED, if not is there a non-rated code in part Ij to explain why the rated months are less than the period covered? Are the rated months at least 3 months (*unless the report is a Relief for Cause report*)? For "Extended Annual" reports there can only be "3" rated months and appropriate non-rated code(s).

Part Ik: If there are enclosures, i.e., reviewer non-concur statement or Relief for Cause statement, is the appropriate number of statements annotated?

24

Part Il: Did you check the box indicating if the report was given or forwarded to the NCO and annotate the date that this was accomplished?

Part Im: Does this box have the initials of the PSC or submitting unit (i.e. S1 if sent via the digital sender from BDE/BN level) processor?

Part In and Io: Did you make sure the Command Code (CMD) and PSC code were inserted?

PART II

Part IIa,b,c,and d: Are all names, SSNs, and signatures entered? If NCO's signature is missing is the comment, "Soldier is unavailable for signature or NCO refuses to sign" entered in signature block? Are the rating officials in ascending order of rank? Are dates on Annual report(s) signed the next month after the THRU date? The signature date cannot be a future date, i.e., todays date is 8 Jan 2002 the NCOER Thru date is 30 Jan 2002, therefore the report cannot be signed prior to 1 Feb 2002. Part Ie: Is the concur/nonconcur box marked? If the non-concur box is marked, is the non-concur statement submitted with the NCO-ER? Is the statement one page in length and meets all regulatory guidelines of AR 623-205.

PART III

Part IIIa and b: Is the Principal Duty Title and Duty MOSC present and is the Duty MOSC at least 5 characters.

Part IIIc-e: Make sure IIIc is accurate. IIId-e (rater enters data as he deems). IIId Ensure the AKO email addresses for the rating officials are listed IAW MILPER memorandum 02-122 and 02-114, example Jane.Doe@.

Part IIIf: Are counseling dates entered. If counseling was not done, a statement must be entered in IVf explaining the reason for counseling(s) not being performed.

PART IV

Part IVa: If a box is marked "NO" in Army Values, there must be a bullet comment to justify the "NO".

Part IVb -f: Are all boxes marked with an "X"? Are all bullet comments preceded with a small "o" and double spaced between bullets. Excellence or needs improvement ratings must have a bullet comment.

APFT: Is all APFT information entered? The report must indicate if the soldier Passed/Failed or on a Profile during the last APFT. The report must show the last APFT date and it must be within 12 months of the Thru date of the report. If the soldier failed the APFT the Rater must address the reason(s) for the failure and note any progress towards meeting the standard. Bullet comment must be present for those on Profile and must state if the Profile does or does not hinder the soldier(s) duty performance.

Height and weight must be entered, followed by "Yes" or "No" to indicate if the soldier meets the standards of AR 600-9. Entries of "NO" must have a bullet comment stating if the soldier is or is not making progress in the overweight program. Pregnant NCOs are exempt from APFT and Height/Weight requirements; therefore, these areas can be left blank but a bullet comment must be entered stating the "soldier is exempt from the APFT requirements IAW AR 40-501 and /or soldier is exempt from the Height and Weight requirements IAW AR 600-9 (see para 3-11 and 3-12 of AR 623-205).

 Part IVf: If the report is a "Relief for Cause" there must be a bullet comment that states "soldier has been notified of the reason for relief" .

PART V

Part Va-b: Did the rater give their overall rating and list three positions the soldier could best serve in. Soldier cannot receive a "Needs Improvement" in part IV b-f and receive an "Among the Best" in part Va.

Part Ve: Senior Rater bullet comments must justify the ratings, i.e., a rating of Poor (5) cannot have a bullet comment indicating the soldier should be promoted. A rating of "1" (superior) should not have negative bullet comment.

If the Sr. Rater does not meet Sr. Rater qualifications, they will not render a rating and the bullet comment "Sr. Rater does not meet the minimum rating qualifications" must be placed in part Ve.

If the Rater and Senior Rater disagree in their rating of the NCO the reviewer should attempt to rectify the situation. If the situation cannot be rectified the reviewer should non-concur and include a memorandum explaining the non-concurrence with either the Rater or Senior Rater portion.

When the NCOER is correct and ready for sending to EREC via the Digital Sender, ensure the cover sheet is filled out accurately and completely and sent with each batch going to EREC.

After the report has been sent to EREC, you must do the following:

1. Monitor your email accounts for a return email from NCOER branch on those reports that couldn't be processed due to submission or regulatory errors.

2. Correct those reports that were identified in the email and return to EREC immediately with a cover sheet attached. Ensure that the resubmission box is marked.

3. Check the IWRS site two business days from the date sent to verify that the NCOER was processed. If the report isn't listed contact the NCOER branch to check the status of that report.

4. Request a 920 (PSB Code) or a 921(UIC Code) report monthly to verify the last report on file by emailing Donald.Brown @EREC.Army.Mil and Gary.Adams@EREC.Army.Mil

NOTES:

1. Don't assume that just because you sent the report via the Digital Sender that it was received, stay active in the program and monitor your reports.

2. Appoint one person as the point of contact for NCOERs who is the expert on NCOERs and the Digital Sender. Notify the NCOER branch of the phone number and email address of this person. They should be able to train other personnel on NCOERs and how to correctly send NCOERs via the Digital Sender in their absence.

Documents for Reenlistment Packets must be assembled in the following order:

1. DD Form 4/1 and 4/2 (Enlistment/Reenlistment Document-Armed Forces of the United States)

2. DA Form 3286 (Statement for Enlistment)

3. DA Form 4789 (Statement of Entitlement to Selective Reenlistment Bonus), (applies only if receiving a bonus)

4. DA Form 3340-R (Request for Reenlistment or Extension in the Regular Army)

OFFICER ACCESSION PACKETS

1. Orders to Active Duty
Appointment Letter
    DA71
    Discharge Orders (If Any)
    DA597
DA 597-3 (Army Senior Reserves Officer Training Corps (ROTC))
    SF88
        Award Orders
    DD Form 4 Packet (Enlistment Contract)
    DD214 (If Any)
        Other Documents that may be in the Packet:
            DA Form 4824-4 OCT 79
        SGLIV 8286E
            NGB Form 22
            NGB Form 594-1 2 JAN 82
            DD Form 220, OCT 23 Active Duty Report
            Montgomery GI Bill Act of 1984
            DD Form 2366, SEP 93
        DS Form 5435-R-E FEB 92

Separation Packets

-
-

Documents for Separation Packets must be assembled in the following order:

1. DD Form 214 (Certificate of Release or Discharge from Active Duty).

2. Transition Orders (to include all amendments/endorsements).

3. DD Form 2648 (Pre-separation Counseling Checklist).

4. SGLV-8286 (Service member's Group Life Insurance Election and Certificate).

5. DD Form 93 (Record of Emergency Data).

6. DD Form 4/1 & DD Form 4/2 (Enlistment/Reenlistment Document-Armed Forces of the United States), (applies only if discharged from RA and enlists in USAR/NG etc.).

7. DA Form 2-1 (Personnel Qualification Record)/Enlisted Record Brief

8. If a Chapter Packet exists, it should be sent as a different batch.

9. **NOTE**: All related documents must be in the same batch. Do not send more than 4 to 5 DD Form packets (number 1-7 above) in a batch, and never split an individual's packet between batches. Regardless of how many pages an individual's Chapter Packet contains, you must send it as one batch.

Army Knowledge Online (AKO)

Instructions for account setup

1.   In your Internet browser, enter the address www.us.army.mil.
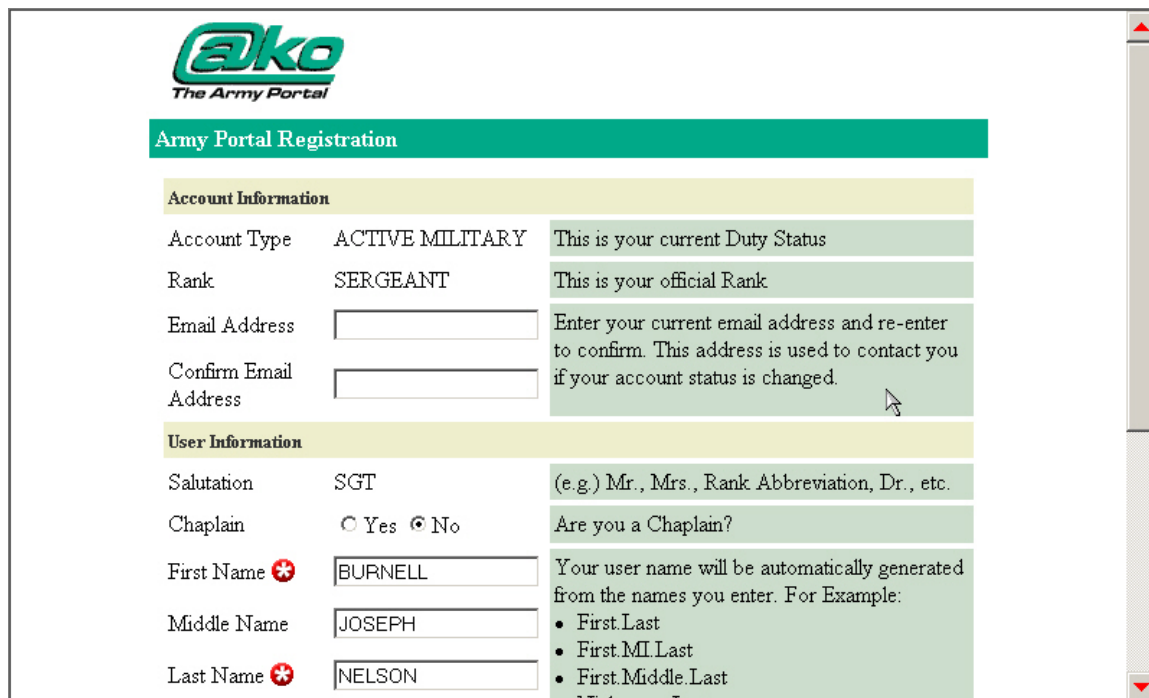
2. Click on the "I'm a new user" line.

3. Click the next button for Full Account.

4. Enter your SSN, birth date, and PEBD. Click next.

5. Enter all data requested on this screen. Click next.

6.   Enter a password according to the instructions on the right side of the password entry boxes. Enter the password a second time in the Confirm password box. Click Finish.

7. You receive a confirmation that you are registered and will receive an email with this information soon.
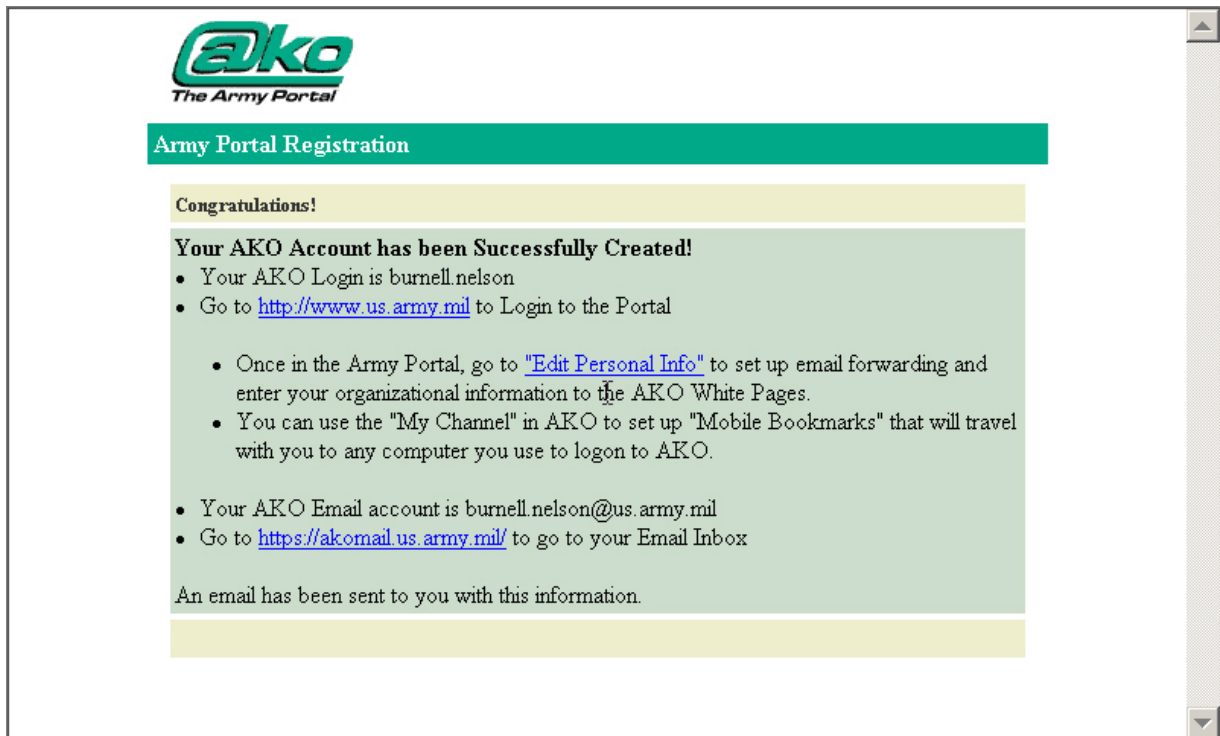
NOTE: Your AKO user name and password will be used to login to OMPF online. Your password should not be given out to anyone. Your password is what keeps your information private.

<u>SEND FACE UP AND HEAD FIRST</u>

One coversheet per batch. Do not send enlisted documents, NCOERs, or officer documents together.

Date: _____   DS_____SENDER *<u>(ENTER DS NUMBER)</u>*

NUMBER PAGES_____(INCLUDING THIS COVER)

<u>Enter the number of NCOERs or Enlisted or Officer documents sent</u>

NCO-ER_____   ENLISTED DOCUMENTS _____
OFFICER DOCUMENTS_____

<u>Enter name/position of who verified for correctness</u>

(Name/PSB/Adjutant/S1 NCOIC)_____

SENDER NAME_____

SENDER E-MAIL ADDRESS_____

SENDER TELEPHONE NUMBER _____

Is this a resubmission of the NCO-ER(s): Yes _____No _____

INSTRUCTIONS
1. **PUSH GUEST KEY; THEN PC FUNCTION KEY, PUSH N (FOR NCO-ER) , D (FOR ENLISTED DOCUMENTS) OR F (FOR OFFICER FILE DOCUMENTS) PUSH GO TO SEND**
2. **DO NOT BATCH MORE THAN 50 PAGES**
3. **FOR EASE AND SUCCESS OF TRANSMISSION MAKE COPIES OF TWO SIDED PAGES AND SEND PAGES IN CORRECT ORDER**
4. **ANY QUESTIONS CALL:**
ENLISTED DOCUMENTS DSN (699) 317-510-3749;
NCO-ERs 317-510-3728;   Officer Documents (DSN 221) 703-325-3949

SEND FACE UP AND HEAD FIRST

One coversheet per batch.   Do not send enlisted documents, NCOERs or Officer documents together.